



Lee et al.
Sheet 1/22

FIG. 1

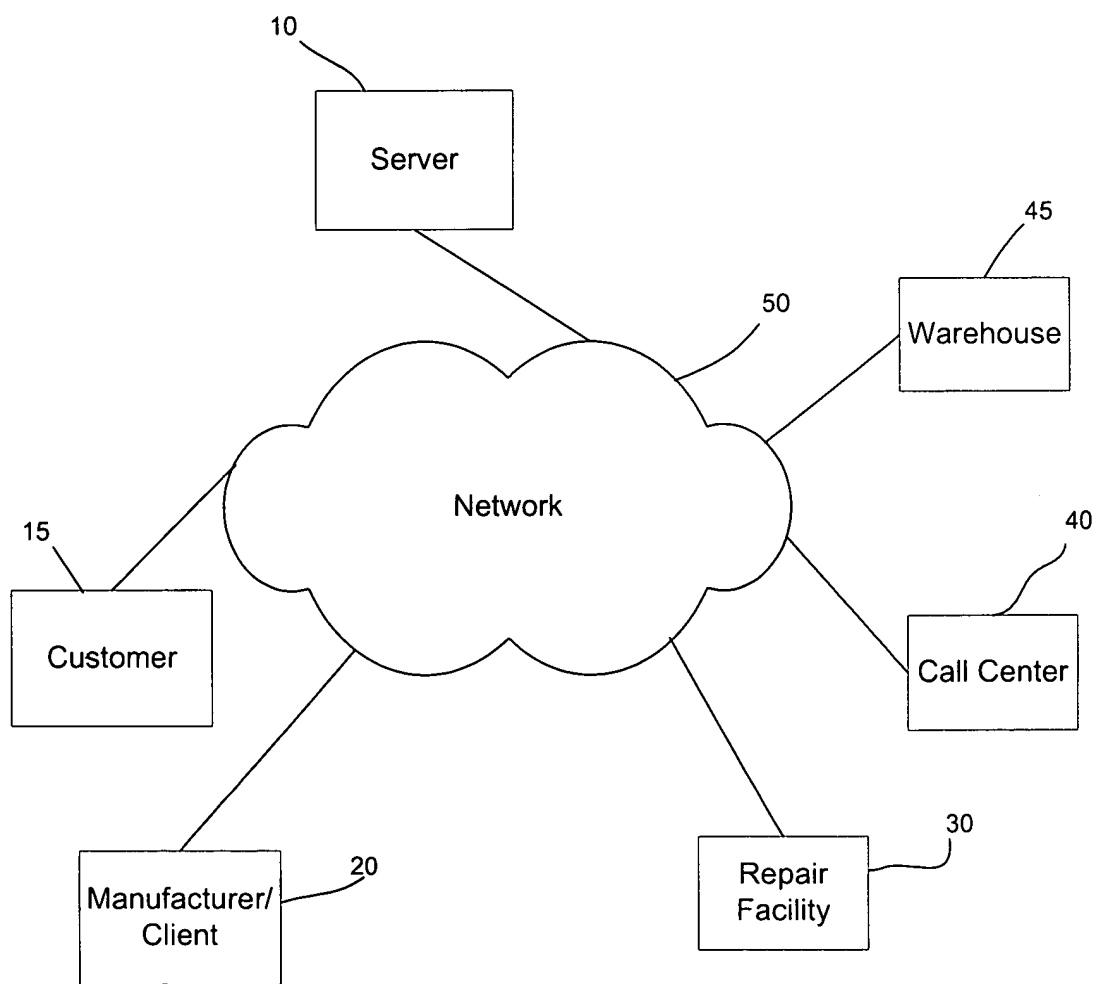


FIG. 2

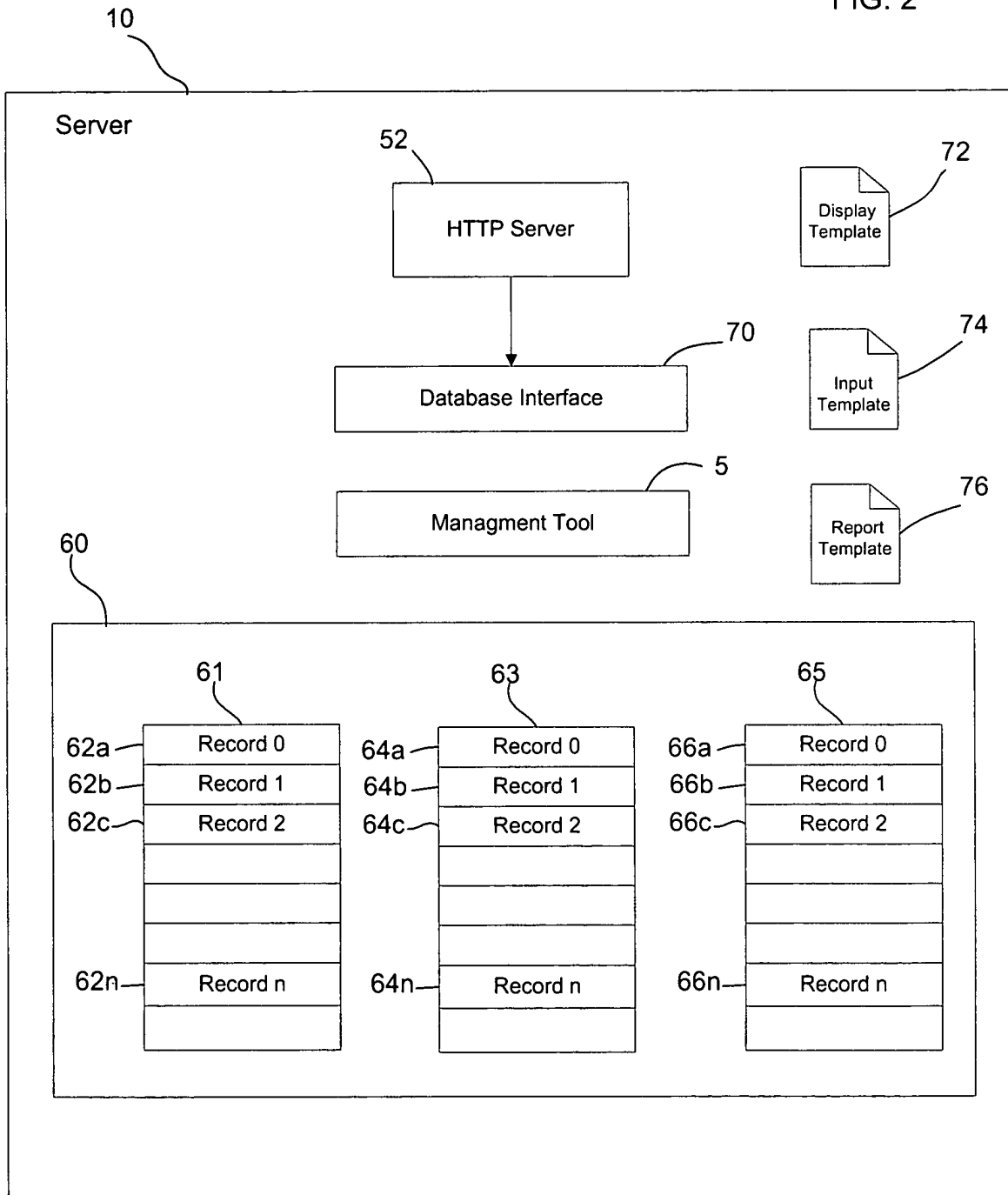
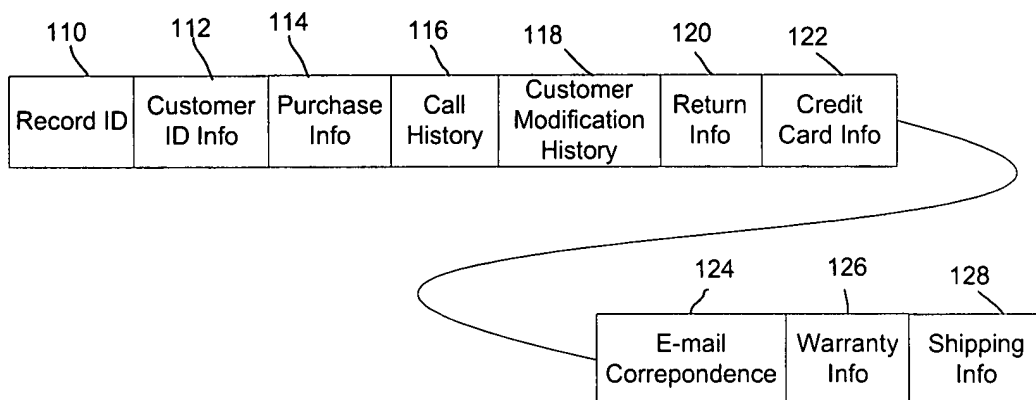


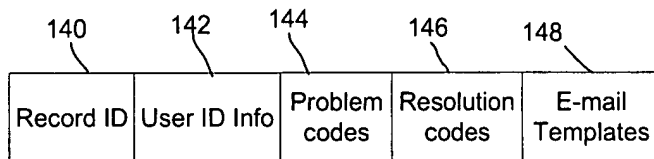


FIG. 3

Record 62



Record 64



Record 66

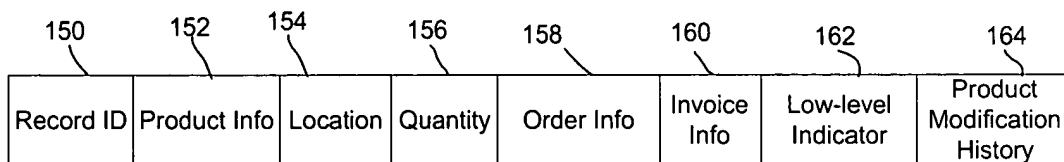


FIG. 4

5

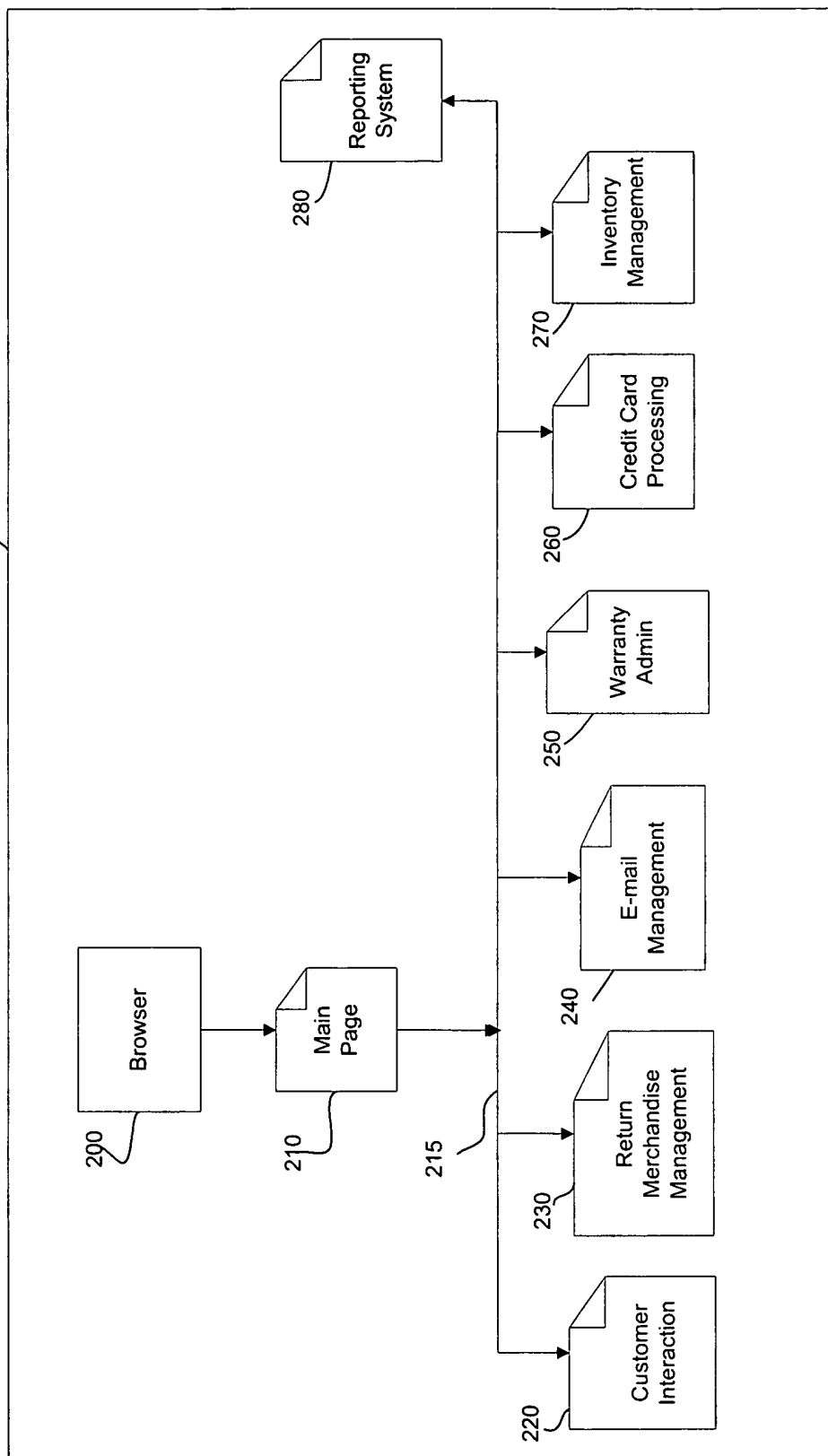


FIG. 5

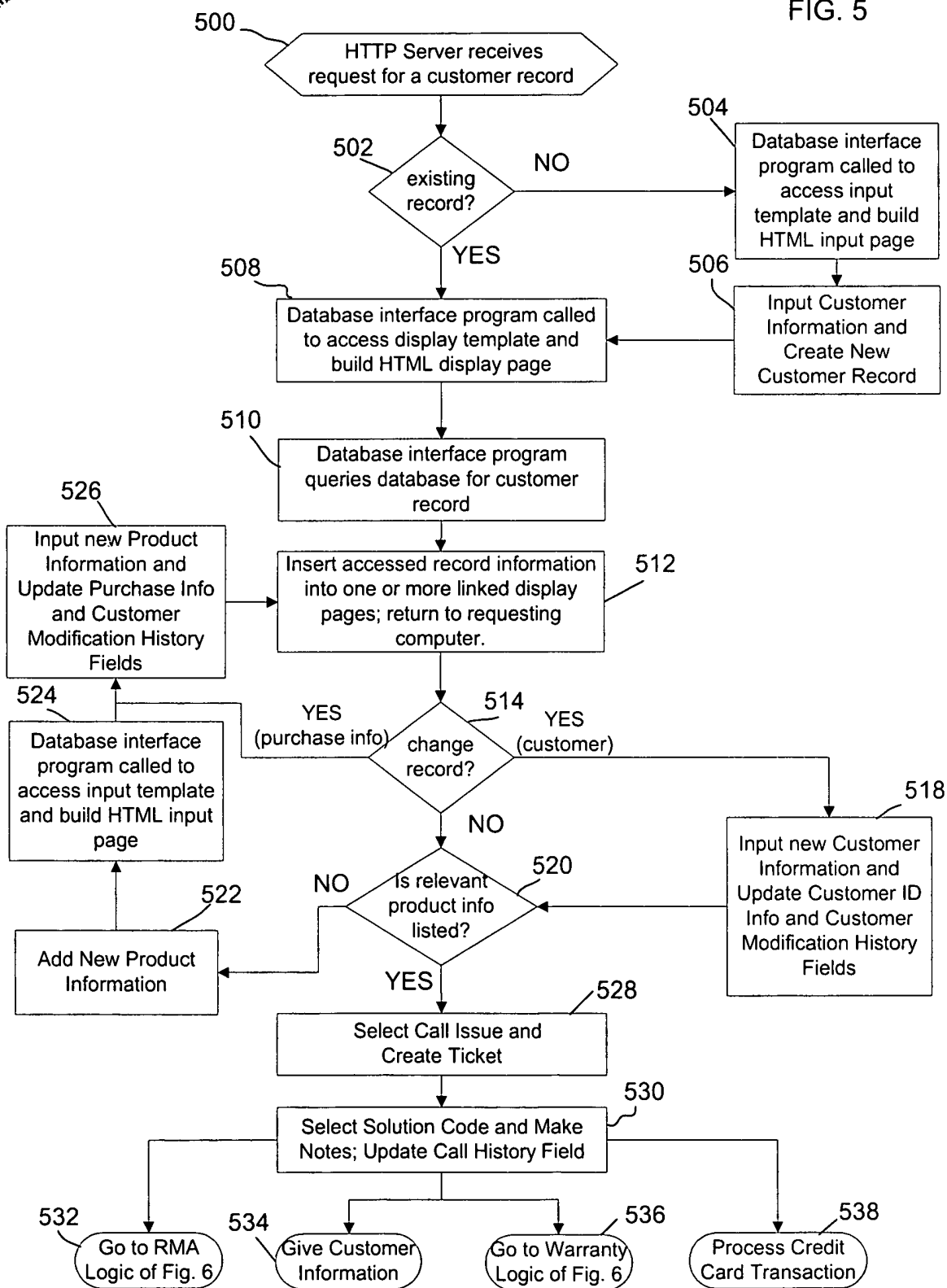


FIG. 6

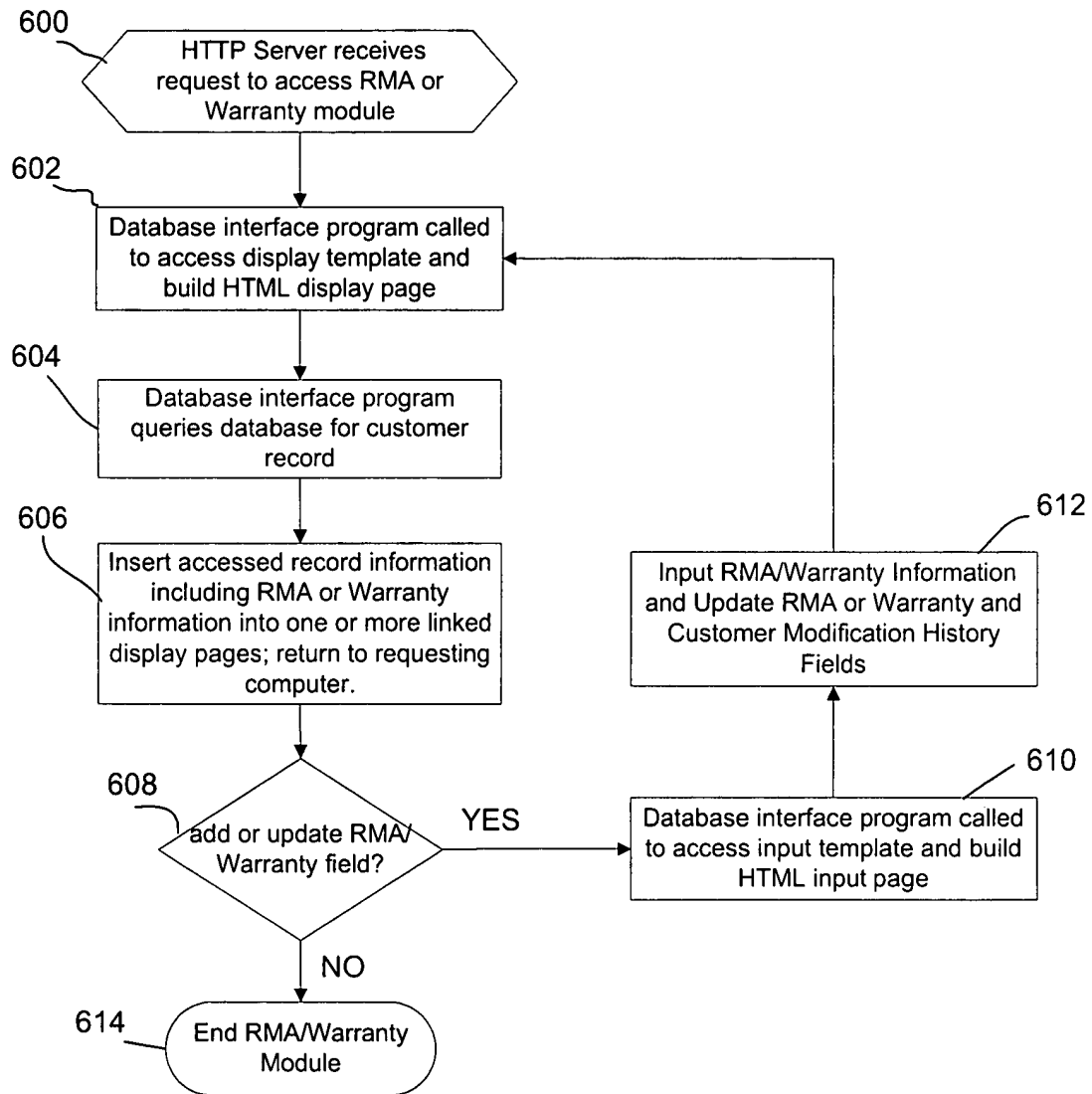




FIG. 7

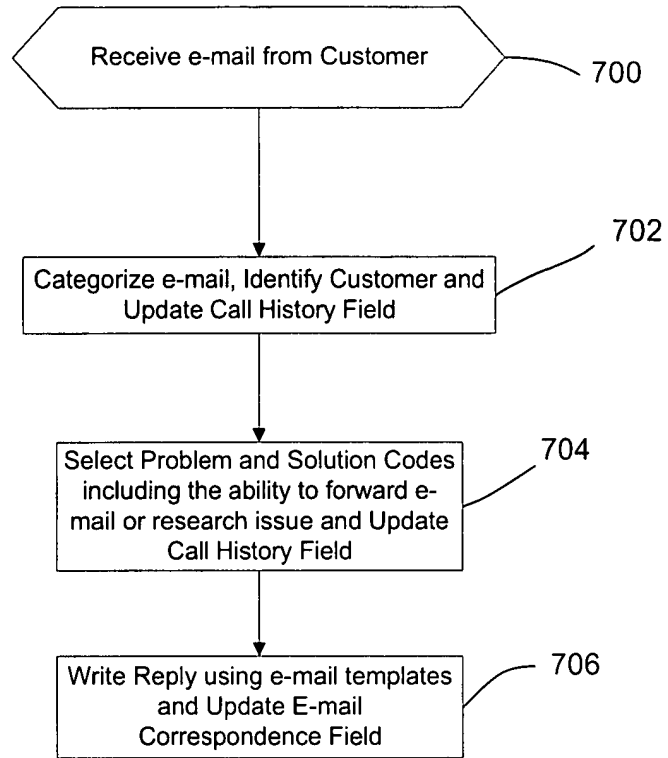


FIG. 8

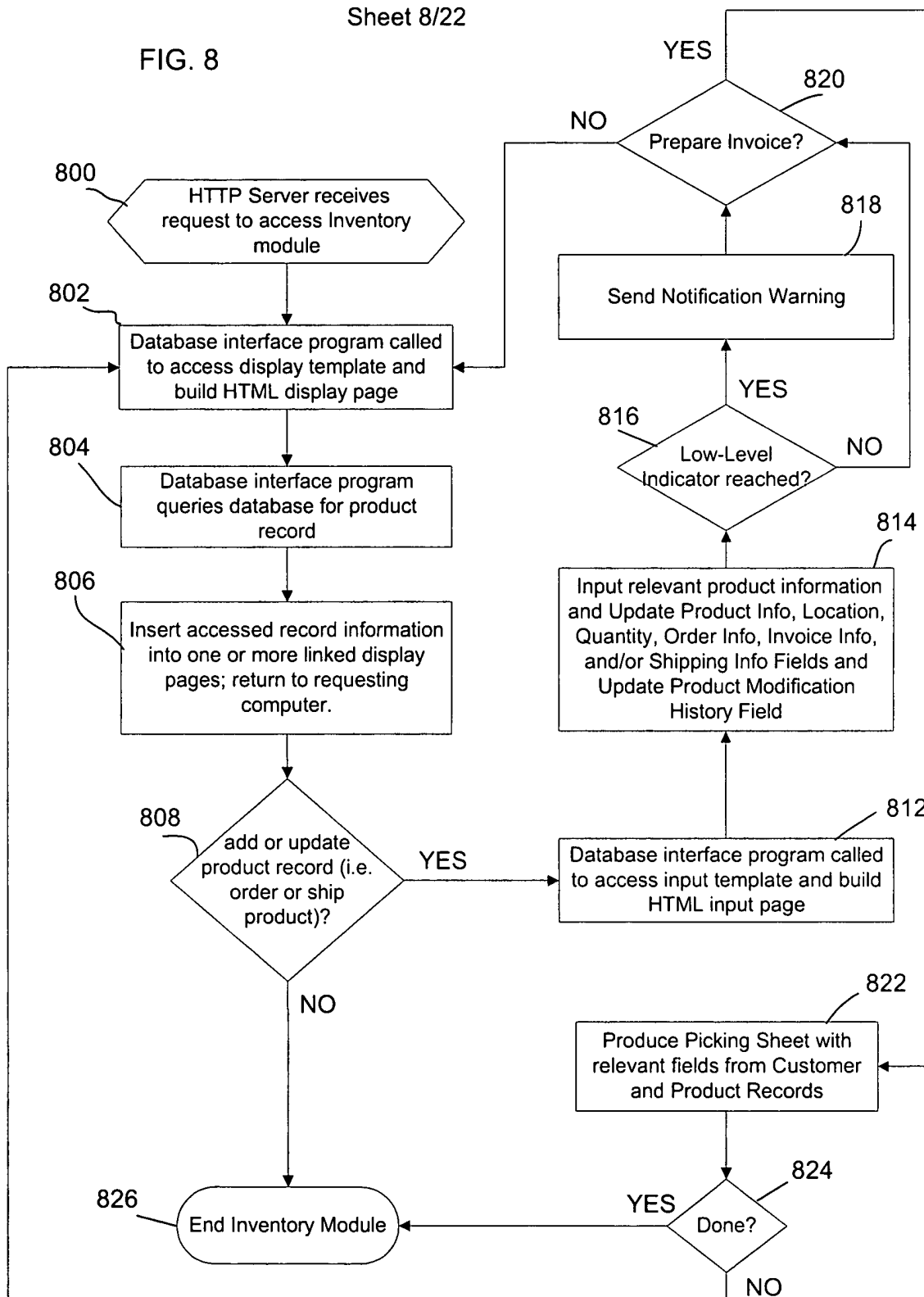
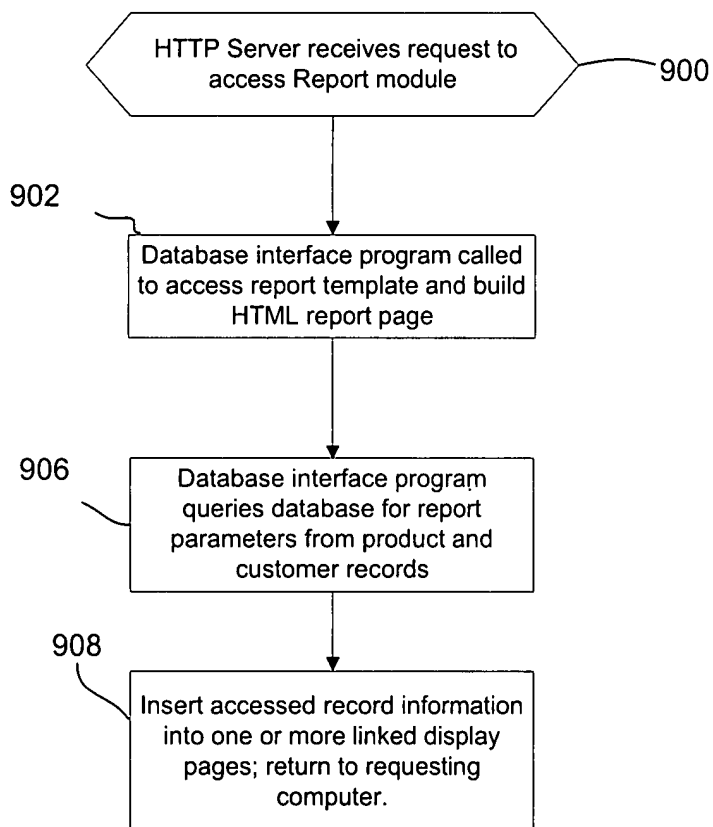




FIG. 9





Lee et al.
Sheet 10/22

FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com Links

Address http://cm.alorica.com/enshines/CustForm.asp?customer_id=166515&Customer_Product_ID=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer
Test ID: 166515 Customer Product ID: 175097
Part Warranty: In Call Warranty: Out Call Num: 10 RMA 0 EW: Out

Customer Info | Product Info | ESA Info | Escalation Info | Call History | RMA Info | Part Request Info | Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
First Name: Toni
Last Name: Test
Address: 40 Test Drive West
City: Testville
State:
Zip: 12345
Day Phone: 1234567890
Night Phone (Option): 9191919191
Fax (Option): 8282828282
Pager (option): 1818181818
Email (Option): ttest@testa.com
Company (option): Testa
Modify

Send mail to
Customer Record Modification History

Done Internet



FIG. 11A

Lee et al.
Sheet 11/22

Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail On Pin! Edit Real.com Links

Address http://cm.alorica.com/emachines/product.asp

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Customer Name: Toni Customer 166515 Product 175097 Part Call Issued
Test ID: ID: Warranty: In Warranty: Out Num: 10 RMA 0 EW: Out

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID: Customer Product ID: Serial Number: RMA Replaced
166515 175097 111222333 0

Add New or Another Product: New Product

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Internet

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail On Pin! Edit Real.com Links

Address http://cm.alorica.com/emachines/product.asp?customer_id=166515&customer_product_id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Customer Name: Toni Customer 166515 Product 175097 Part Call Issued
Test ID: ID: Warranty: In Warranty: Out Num: 10 RMA 0 EW: Out

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
Model Number: 400id Change
Serial Number: 111222333
Monitor Serial Number:
Purchase Date: (MM/DD/YYYY) 12 / 10 / 1999
Part Warranty Expiration Date: (MM/DD/YYYY) 12 / 10 / 2000
Purchase Store:
Manufacturer: Emachines
Modify

Customer Product Record Modification History:
Agent Name Date Comment Description

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Internet

2 | Nave Call Tracker] - Microsoft Internet Explorer

Problem Code: MOTHE

Call Tracking For Customer ID:

Call Time: 1 Min.

Ticket ID: 37

Reason For Contact:

test

<http://cm.alorica.com/pbcanada/NewT>

Solution:

test

Solution Code:

Add Record

Select A Solution Code

Select A Solution Code

Resolved Inquiry

Processed Sale

Sent Brochure

Reported Complaint

Issued RMA

No Action



Lee et al.
Sheet 13/22

FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

De Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History ALORICA ALORICA ALORICA

Address http://rma.alorica.com/emachines/rmaseet.cfm

Logged In As Paul Mao Log Out E Machines Support System

General Information

Introduction
RMA Status Check
Insulation
Emachines Inspection
Emachines Inspection
Code Page
Emachines Quality Control
Emachines Quality Control
Code Page
RMA Receiving
Main Receiving
Main Entry Receiving
Receiving

EMachines Systems: RMA Status Check

You may search by any of the following:

RMA Number: EM050022121
Model Name:
Serial Number:
First Name:
Last Name:
Phone:
Zip Code:
Country:
Agent ID:
Issue Date: From: To:
Sort By: RMA Number

Find Clear Form

Make Copyright © 2000 Alorica, Inc.

Internet



FIG. 14A

RMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA

Address http://cm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao
Date: 7/11/00

Search Add Bykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Call Issued
Test ID: ID: Warranty: In Num: 9 Rma: 1 EW: Out
#1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record.

RMA No	Issue Date	Shipped Date	Received
EM050022121	05/22/00		

Total Record = 1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

Internet

FIG. 14B

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA

Address http://cm.alorica.com/emachines/RMA_Info.asp?RMANo=EM050022121

Agent Name: Paul Hao
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Call Num of Issue 1 EW: Out
Test ID: ID: Warranty: In Num: 10 Rma:

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result:

RMA Date:	May 22 2000
RMA Number:	EM050022121
RMA Agent:	Paul Hao
First Name:	Toni
Last Name:	Test
Address1:	40 Test Drive West
Address2:	
Address3:	
City:	Testville
State:	Testonia
Zip Code:	12345
Country:	US
Contact:	
Phone:	1234567890
Alternate Phone:	9191919191
E-mail:	tttest@testa.com
Alt. E-mail:	
Model Name:	400id
Serial Number:	111222333
Warranty (In/Out):	1
Purchase Date:	

Done Internet



Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

Address: http://care.alorica.com/estwan/frameetl.cfm?page_name=customer_info.cfm&CustomerId=1116674&Request1meout=1200MCFD=425MCTOKEN=7139366

Alorica, Inc.: Extended Warranty On-Site Service Support System

Search
Customer Information
Extended Warranty
Service History
Esc Status
Service Enter
User Admin
Operation Reports
Log Out

Customer Information

First Name: paul
Last Name: heo
Address: test
test
test
City, State Zip: Diamond Bar CA 91765
Phones: Day 9096102511
Evening
Fax
Email: paul@alorica.com
Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
910001	test		910001	11/11/1999		Approved	Edit

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

Address: http://care.alorica.com/estwan/frameetl.cfm?page_name=customer_info.cfm

Service Enter
User Admin
Operation Reports
Log Out

Phones: Day 9096102511
Evening
Fax
Email: paul@alorica.com
Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
910001	test		910001	11/11/1999		Approved	Edit

Record History

Agent	Date	Description	Comments
edward	2000-04-12 13:02:57	Update Customer Record	tm
edward	2000-01-31 15:14:47	Update Customer Record	dmw
edward	2000-01-31 17:08:41	Update Customer Record	test
edward	1999-10-27 15:35:24	Update Customer Record	Update info
edward	2000-04-28 18:28:17	Update Customer Record	cc
edward	2000-04-28 18:28:30	Update Customer Record	cc
edward	2000-01-31 15:13:33	Update Customer Record	dsf
sup	1999-12-07 12:48:17	Update Customer Record	test
sup	2000-01-24 17:38:14	test	Modify

Copyright ©1999 Alorica, Inc.



Lee et al.
Sheet 16/22

FIG. 16

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA A

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Links

Address http://rma.alorica.com/emachines/frameset.cfm

Logged In As: Paul Hsu Log Out EMachines Support System

Main Receiving
Main Entry Receiving
Receiving
Print Tracker
RMA Shipping
RMA Shipping
Operation Reports
Agent Function Search
Receiving Report
Repair Stage Report
QC Discrepancy Report
Inspection Code Report
Inspection Summary Report
TQA Report
Call Center Report
EPR Shipping Report
User Administration
Download/

Receiving Report

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
Received RMA						
EM060008135	6/8/2000	7/7/2000			eMonster 550	
EM060008186	6/8/2000	7/7/2000			366i	
EM060010123	6/10/2000	7/7/2000			366c	
EM060010134	6/10/2000	7/7/2000			366i2	
EM060011131	6/11/2000	7/7/2000			366i2	
EM060012128	6/12/2000	7/7/2000			433i	
EM060012190	6/12/2000	7/7/2000			eMonster 500	
EM060013133	6/13/2000	7/7/2000			366c	
EM060013176	6/13/2000	7/7/2000			400i3	
EM060013228	6/13/2000	7/7/2000			333cs	
EM060013231	6/13/2000	7/7/2000			500i	
EM060014062	6/14/2000	7/7/2000			400i	
EM060014087	6/14/2000	7/7/2000			366c	
EM060014097	6/14/2000	7/7/2000			400i3	
EM060015095	6/15/2000	7/7/2000			466id	
EM060015098	6/15/2000	7/7/2000			366i	
EM060015122	6/15/2000	7/7/2000			366i2	
EM050024097	5/24/2000	7/7/2000			400id	
EM050024184	5/24/2000	7/7/2000			400i	
EM050026294	5/26/2000	7/7/2000			466is	

Internet

[Login Verity Online Tool] - Microsoft Internet Explorer
 File Edit View Favorites Tools Help
 Back Forward Stop Refresh Home Search Favorites History Mail Print Help
 Address http://help.e4me.com/Login/verity.asp

User Name: Chum Tzeng Mail Queue: MOTHERBOARD Date: 12/2/99
 Total Number Of Mail: 22 MOTHERBOARD Queue: 0

Received Date: 12/2/99 6:09:14 PM
 Problem Code: MOTHERBOARD
 Case ID: 12082
 Agent Email: chuei@alorica.com
 Customer Email: James.Andolfo@matrox.com
 Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party

Your Response:
 12/2/99
 Irma Weathers
 6921 Lake Park Cir N
 Davie, FL 33328
 Re: Email ID 12082

Template Category:
 Select a category
 3RD Party
 3RD Party
 CD-ROM
 Commandation
 CPU
 Credit
 Customer Service
 Extended Warranty
 Floppy Drive
 Hard Drive

Opening page http://help.e4me.com/Top.asp?QueueID=1&NAME=ChumTzengMOTHERBOARD

FIG. 17B

[Login Verity Online Tool] - Microsoft Internet Explorer
 File Edit View Favorites Tools Help
 Back Forward Stop Refresh Home Search Favorites History Mail Print Help
 Address http://help.e4me.com/Login/verity.asp

User Name: Chum Tzeng Mail Queue: MOTHERBOARD Date: 12/2/99
 Total Number Of Mail: 22 MOTHERBOARD Queue: 0

Customer Email: James.Andolfo@matrox.com
 Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party

Your Response:
 Dear Irma Weathers:
 Esmachines would like to thank you for your inquiry. At esmachines customer satisfaction is of the utmost importance. To assist you as effectively as possible, we are sending you our most current information regarding your request.

Reply Forward Research Remove

Template Category:
 Customer Service

Done



Lee et al.
Sheet 18/22

FIG. 18A

Product ID: 338
Category: PDA
Sub-category: PDA/PPC
Manufacturer: PDC
Part No: PDA 900
Model Type: PDA/PPC 900
SKU: PDA/PPC 900
Size: 5
Quantity On Hand: 5
Ordered Quantity: 0
Low Qty Alert: 5
Quantity On Order: 0
Location Code: 0
Model Information: PDA/PPC 900
Marketing Text: PDA/PPC 900

FIG. 18B

Low Qty Alert: 5
Quantity On Order: 0
Location Code: 0
Model Information: PDA/PPC 900
Marketing Text: PDA/PPC 900
Small Image Name: ProductImagePDA900.jpg
Large Image Name: ProductImagePDA900.jpg
Price (\$): 149.99
Cost (\$): 0
Weight (in lb): 5
Discontinued: No
Special Promotion: Yes
Show on Home Page: Yes
If unavailable will restrict: Yes
Will show on public web site: Yes

FIG. 18C

Weight (in lb): 5
Discontinued: No
Special Promotion: Yes
Show on Home Page: Yes
If unavailable will restrict: Yes
Will show on public web site: Yes
Stores For Product ID: 338
Store Name: Remove
Add Store
Product Record Modification History For Product ID: 338
Product Name: Date: Time: Action:
Robert Chung: 7/1/00 4:01:20 PM: Price: Modify
Robert Chung: 7/1/00 4:00:27 PM: Price: Modify
Robert Chung: 7/1/00 3:49:34 PM: Price: Modify
James Chung: 7/1/00 3:01:07 PM: Changes: Modify
James Chung: 7/1/00 2:00:20 PM: Price: Add



FIG. 19A

Product Main | - Microsoft Internet Explorer provided by ALORICA

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Paul Hao
7/12/00
Access Level:1

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP594C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		172
011144	MON 2160 15	A3U/A4U/A11	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 SB PRO II		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	V8 PWB-1841-1 SPECTRIA		0
030059	V8 PWB-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP, REV.A	D25U/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done Internet

FIG. 19B

Inventory P.O. | - Microsoft Internet Explorer provided by ALORICA

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Paul Hao
7/12/00
Access Level:1

Product Info | Compatible Model | Inventory Records |

Vendor: Order Number:

Order Date (mm/dd/yy): 7/12/00 Available Date: 7/17/00

SKU: Quantity:

Unit Cost (\$):

Note:

Inventory Purchase Orders For PO:

Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This PO: 0								

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |



Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History ALORICA ALORICA

Address http://www.techjungle.com/bnec/admin/InvoiceRec.asp

Paul Hao
7/12/00
Access Level:1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Insh | Customer Insh | Report | Logout

Customer Info | Invoice | Orders | BNA | Create Picking Sheet

Invoice ID: 9 eMachines
Invoice Date: 12/28/99 12:21:09 PM
Status: SHIPPING_NOTIFIED

Ship To Address:

First Name: test
Last Name: test
Address: test
City: test
State: CA
Country: USA
Zip: 91748
Day Phone: 1112223333
Eve Phone: 3332221111
Zip:
Shipping Method: FedEx 2day

Credit Card Information:

Credit Card Type: MasterCard
Credit Card Number: 4111111111111111

Done Internet

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History ALORICA ALORICA

Address http://www.techjungle.com/bnec/admin/PickingSheet.asp?invoice_id=548040&invoice_id=1353

eMachines
Agent Name: Paul Hao

Ship to: test test Bill to: test test Date: 12/28/00 12:21:00 PM
test test
test,CA91740
Tel(9): (111) 2223333 Tel(9): (111) 2223333
Tel(9): (333) 2221111 Tel(9): (333) 2221111
Email: paul@alorica.com

Phone: (111) 2223333 Customer ID: 8533 Invoice ID: 1353

Part No	Location	SKU	Model	Qty	Ship	Shipped	B/O Available Date	Tracking No.	Method	Unit Price	Sub Total
No Order Items!											

Credit Card Type	Credit Card No	Expiration Date	Pre-Authorization Order No	Pre-Authorization Reference No	Pre-Authorization Return Code	Status
Master Card	4111111111111111	01/00		9464054738381051365531		SHIPPING_NOTIFIED

Comment: This is a test

Done Internet

eMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help http://www.alorica.com/emachines/warehouse.htm Log On eMachines Support System

Back Forward Stop Refresh Home Search Favorites History Mail News Chat ALORICA ALORICA Links

Address: http://www.alorica.com/emachines/warehouse.htm

Log On to Site Log On eMachines Support System

Unread RMA **RMA Defect Parts Inventory.**

Part Request

SKU	Category	Manufacturer	Description	Price	Out of stock	Weight	Location	Edit
559	Floppy Drive	eMachines	eFDD Samsung SFD-321B		1	1.10	A12	E48
525	Heat Sinks	eMachines	eFan Orient MMXAMD-KS		0			E43
526	Heat Sinks	eMachines	eFan AAVID MMX/AMD-K&MI		1			E48
527	Heat Sinks	eMachines	eFan AAVID MI(w/o PAD)		0			E49
528	Heat Sinks	eMachines	eFan AAVID Intel PIII SECC2		0			E45
529	Heat Sinks	eMachines	eFan Dusing Celaron SEPP (w/o Clip)		0			E48
530	Heat Sinks	eMachines	eFan Dusing Celaron SEPP Clip		1			E48
531	Heat Sinks	eMachines	eFan AAVID Celeron FCPGA		1			E43
532	Heat Sinks	eMachines	eFan Foxconn Intel FCPGA		0			E48
AL002	KDS Products	KDS	eOne mouse		0			E48
AL003	KDS Products	KDS	eOne Keyboard		1			E48
AL004	KDS Products	KDS	eOne power cord		1			E43
566	Keyboards	eMachines	eKB Chicory 2971-Standard		0			E48
567	Keyboards	eMachines	eKB Chicory 5001-Standard		2			E49
568	Keyboards	eMachines	eKB BTC 500A/S-Key/Internet		7			E43
569	Keyboards	eMachines	eKB BTC 519Q(19-Key/ekeys)		3			E43
Z32	Modems	eMachines	eModem Rockwell MW58DCI		74			E43
414	Modems	eMachines	eModem Lucent MW6250		159			E48
571	Mice	eMachines	eMouse Logitech M-SASS1		6			E43
AL001	Power Cord	eMachines	eTower / eView cord		0			E43

Unread RMA Warehouse RMA Defect Parts Administration User Administration Site Map Download Product Data © 1999

Aloncia Clients - Microsoft Internet Explorer provided by ALONCIA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Engines History Mail Print Fx Real.com Aloncia Clients

Address http://clients.aloncia.com/frame1.htm

eMachines Parts Request Detail Report

Request Date: 09/09/2000 ~ 09/09/2000
Status: OPEN

Request Date	Request ID	Name	Ship Date	Ship Method
09/09/00	EPR090000023	Leblanc, Stewart		ups ground
09/09/00	EPR090000049	OLIVER, KIM		ups ground
09/09/00	EPR090000075	Dudley, Margaret		ups ground
09/09/00	EPR090000101	LEWIS, MARK		ups ground
09/09/00	EPR090000137	ARRICK, KAROLYN		ups ground
09/09/00	EPR090000153	ZILSTRE, BRIAN		ups ground
09/09/00	EPR090000179	Poling, James		ups ground
09/09/00	EPR090000180	dammn, scotty		ups ground
09/09/00	EPR090000181	Burst, Kimberly		ups ground
09/09/00	EPR090000182	Polins, Jamie		ups ground
09/09/00	EPR090000183	salcedo, carlos		ups ground
09/09/00	EPR090000184	Glasco, Gary		ups ground
09/09/00	EPR090000185	Rosa, Carlos		ups ground
09/09/00	EPR090000186	Sether, Greg		ups ground
09/09/00	EPR090000187	Flegel, Randy		ups ground
09/09/00	EPR090000188	Crocker, Todd		ups ground
09/09/00	EPR090000189	DANNING, RICHARD		ups ground
09/09/00	EPR090000190	CHATFIELD, MICHELE		ups ground
09/09/00	EPR090000201	DUPLOIX, ERYOL		ups ground
09/09/00	EPR090000202	MICHEL, JANET		ups ground
09/09/00	EPR090000203	Baxter, Charlotte		ups ground
09/09/00	EPR090000204	Learm, Desirine		ups ground
09/09/00	EPR090000205	Bertovitz, Paul		ups ground
09/09/00	EPR090000206	ISRAEL, SHALIN		ups ground
09/09/00	EPR090000207	brodigan, edward		ups ground
09/09/00	EPR090000208	ISRAEL, SHALIN		ups ground
09/09/00	EPR090000209	MCDEVITT, ROBERT		ups ground